

**SUPERVISE IMPLEMENTATION OF LOSS**

**CONTROL MEASURES**

**LEARNER WORKBOOK**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**U/S 118045**



|  |  |
| --- | --- |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER ID NUMBER:** |  |
| **EMPLOYER NAME:** |  |
| **DATE OF SUBMISSION TO FACILITATOR:** |  |
| **FACILITATOR EVALUATION OUTCOME (RM/RNYM)** |  |



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**LEARNER WORKBOOK INSTRUCTIONS**

**118045: Supervise Implementation of Loss Control measures**

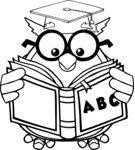
1. This **LEARNER WORKBOOK** contains the:



ACTIVITY 1

# Formative Activities

Formative **Knowledge Test** – theory questions



**GENERAL NOTES:**

1. You must submit the Learner Workbook to the Assessor on the dates agreed upon in your assessment plan
2. You need to complete the **Authenticity page** in each Learner Workbook
3. Should the Assessor indicate that you need to make corrections to your activities to meet the requirements, you need to arrange a re-submission date with the Assessor
4. You MUST complete ALL the ACTIVITIES successfully to be deemed COMPETENT for the unit standards.
5. You will not be allowed to proceed to the SUMMATIVE ASSESSMENT unless ALL your FORMATIVE TASKS meet requirements.
6. Your Facilitator and Assessor will give you TWO opportunities to submit a task
7. All signatures must be retrieved where requested – retrieve this on a daily basis from the workplace
8. **Activities must be completed in the Learner Workbook** and NOT in the Learner Guide.

**3**

# FORMATIVE ASSESSMENT RECORD SHEET FOR: 118045: Supervise Implementation of loss Control measures

**Facilitator will record your results for the Knowledge Test in the table below.**

|  |  |
| --- | --- |
| LEARNER NAME AND SURNAME | KNOWLEDGE TEST 1  TOTAL: ……/30 |
|  |  |
| ***(%)*** |  |
| ***RM/RNYM*** |  |

|  |  |
| --- | --- |
| **FACILITATOR NAME AND SURNAME:** |  |
| **FACILITATOR SIGNATURE:** |  |
| **FACILITATOR COMMENT:** |  |
| **ASSESSOR NAME AND SURNAME:** |  |
| **ASSESSOR SIGNATURE:** |  |
| **ASSESSOR COMMENT** |  |
| **ASSESSOR SIGN OFF DATE:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LEARNER WORKBOOK CHECKLIST**  **Supervise Implementation of Loss Control Measures: 118045** | | | | | |
| **Item** | **INDICATOR** | **LEARNER CHECK (****)** | **FACILITATOR CHECK: (****)** | **REQUIREMENTS**  **MET (YES OR NO.**  **If NO, please indicate action)** | **EVIDENCE REQUIREMENTS** |
| 1 | GROUP ACT 1 |  |  |  | Completed questions |
|  | ACTIVITY 1 |  |  |  | Completed questions |
|  | ACTIVITY 2 |  |  |  | Completed questions |
| 2 | ACTIVITY 3 |  |  |  | Completed questions |
|  | ACTIVITY 4 |  |  |  | Completed questions |
|  | ACTIVITY 5 |  |  |  | Completed questions |
| 3 | ACTIVITY 6 |  |  |  | Completed table |
|  | ACTIVITY 7 |  |  |  | Completed questions based on case study |
|  | Please sign at the bottom of each checked column: |  |  |  |  |

**5**

# DECLARATION OF AUTHENTICITY OF EVIDENCE GATHERED FOR SUPERVISE IMPLEMENTATION OF LOSS CONTROL MEASURES PORTFOLIO OF EVIDENCE

LEARNER NAME AND SURNAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STORE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UNIT STANDARD 118045

DECLARATION:

I hereby declare that the LEARNER WORKBOOK with regard to the above mentioned Unit standards was compiled by me, the undersigned, and that an assessor explained the procedure to me prior to the instrument being given.

I declare that the Activities were done fairly and that I compiled and completed the documents without / with minimal assistance.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LEARNER

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ASSESSOR ACKNOWLEDGEMENT (Signature)



**Group Activity 1:**

# (SO 1 AC 1)

In your group discuss the following:

1.1Possible causes of shrinkage and losses

1.2 Current most common cause of losses in your organisation or store

1.3 An example of how shrinkage was caused in your store in the past year

**Answers:**

1.1

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**ACTIVITY 1**

# (SO1 AC2)

1.1 Supply one example of how shrinkage and losses occurred in your area of responsibility. If you were not directly involved, you can supply a relevant example from within your department 1.2 State how the shrinkage and loss effected your department and the persons involved **Answers:**

1.1

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# (SO1 AC1)



**ACTIVITY 2**

Suggest how shrinkage and losses impacts/effects on the following areas:

1. The Store/Business
2. The staff
3. Profits of the organisation

**Answers:**

2.1

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# ACTIVITY 3 (SO2 AC1)

Consider your own working environment:

3.1 List and describe all the preventative measures to discourage shrinkage and loss.

List and describe at least 8 - 10 measures.

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**10**

# ACTIVITY 4 (SO3 AC3, AC 4)

Analyse and discuss your organisation’s policies and procedures for shrinkage and losses by answering the following questions. If you do not have a policy and procedure in place, base your discussion on what you current implement.

4.1 Is it your goal to prosecute the offender or to retrieve the stolen merchandise in the case of theft or do you pursue both? Explain in detail

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4.2 Does your store have a zero tolerance policy for shoplifting?

If yes, state why you say so and if your store does not have a zero tolerance on theft, say what they should do to improve.

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4.3 Will you prosecute shoplifters under 18 or over 65? Explain your answer.

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4.4 Is there a minimum rand amount of loss to occur before prosecuting takes place?

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4.5 How will you confront and detain the shoplifter?

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4.6 What will you do if the shoplifter shows remorse or offers to pay?

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4.7 Who is responsible for calling the police?

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4.8 What is the policy at your store for dealing with staff who are caught stealing?

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# (SO 2 AC3)



**ACTIVITY 5**

5.1 How does your store deal with non-compliance with the Loss Control or Security Policy? Name the steps that are taken.

5.2 How would new employees know about this policy?

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# (SO3 AC1)



**ACTIVITY 6**

How would you identify a potential shoplifter before the actual shoplifting is executed by the individual?

List:

6.1 possible characteristics,

6.2 actions and

6.3 activities

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# ARTICLE A customer perception

SA customers are wimps

11/09/2007 13:21 - (SA) by Chris Moerdyk

*There is nothing South Africans enjoy more than to bitch to each other about high prices and rotten service. But, when they are treated like morons and criminals in the shops they meekly roll over and let big business walk all over them without even a whimper.*

*I bumped into someone outside Makro in Woodmead some time back doing a customer service survey - now that's the place where the exit doors are all locked and customers only get to be allowed out when they have proved to the security guards that they are not criminals.*

*As they came out of the store after having to stand in a queue to get their purchases checked against their till slips, he asked customers whether they were happy to have to go through that rigmarole.*

*Not one person had any problem with it - some of them saying; "Well there's a lot of crime in this country so we have to help and play our part."*

*What utter nonsense. If you look at the statistics the vast majority of losses in a big store - they call it shrinkage - is not caused by customers shoplifting but by crooked employees either at the tills or in the goods receiving department.*

*What's happening is that in order to catch their own people on the take, these big stores are inconveniencing ALL their customers. And what is completely beyond me is that the vast majority of South Africans just accept being treated as criminals. Contrary to the constitution they are being assumed guilty until they can prove themselves innocent.*

*But, being treated as criminals is only one side of the coin. We also treated like morons most of the time - especially women. Particularly by the motor industry. Just ask any woman who has taken a car in for a service and she'll tell you that the service manager will treat her like a brain dead bimbo. They treat most men that way as well.*

## Over-priced cars

*It starts even before that when you try and buy one of the country's hideously over-priced cars and more often than not you have to deal with a salesman who can't be bothered to get his ass out of his chair and his feet off the his desk as he does you the huge favour of accepting your quartermillion bucks for a car that won't be ready when its promised and has the number plate stuck on crooked with mirror tape.*

*Which is the reason why people like Jeep, Volkswagen and other European manufacturers are getting their backsides kicked by the Koreans who are taking over the car market by huge leaps and bounds simply by providing a halfway decent service and keeping promises.*

*The attitude of most businesses and especially those people who work at the coal face and come into direct contact with the customer, are that loyalty to the firm is paramount. And that under no circumstances should the company lose face by admitting to any customer that a mistake has been made.*

*This is really dumb when you think about it. As I try to point out in the customer service training sessions that I do, by simply digging in their heels and telling customers to get stuffed you are actually achieving nothing.*

*That customer goes away really annoyed and tells a whole bunch of mates how bad your service is and the whole lot of them go somewhere else. So you have to rely on getting new customers all the time and that's ten times more expensive than just keeping the old ones.*

## Just say sorry

*How much better than to just say sorry and fix the problem without worrying too much whether the customer is actually right or wrong. The argument is over within seconds, the customer is happy and keeps coming back. Whatever it may have cost you to keep that customer happy will be repaid a dozen times over.*

*But, the problem in South Africa is that customers don't complain in the first place. Oh, they do to each other in no uncertain terms, but never to the people who cause them all that grief.*

*They just accept bad service as the norm and let all sorts of people walk all over them - builders, electricians, plumbers, car dealers, airlines, taxi drivers, chain stores like Makro, Game, and Dions, music stores like Look & Listen and heaven knows how many others that treat us like dirt and will keep treating us like dirt until we eventually wake up and stop taking all this unnecessary crap from them.*

*Of course, they'll argue till they're blue in the face that it's all about security for their customers and keeping prices down. Like hell it is because if that was the case why doesn't Woolworths do it, why doesn't Pick 'n Pay do it and why can you shop in New York, London and Paris and walk in and out of the big stores there without being asked to show your till slip to prove you are not a criminal.*

*Frankly it is all about being spoilt rotten. And South African business is spoilt rotten. Putting in those inconvenient security measures is pure laziness and the easy way out. And the cheapest. Can't blame them in a way - why not mess customers about if they never complain?*

*The level of customer service in South Africa is pathetic because that's exactly what most customers are. And we are paying a big price for it.* <http://www.news24.com/News24/Columnists/Chris_Moerdyk/0,,2-1630-2224_2181205,00.html>

# (SO 3 AC 4)



**ACTIVITY 7**

Read the above article and answer the following questions

7.1 How or in which areas you agree with the writer

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7.2 State in which areas you don’t agree with the writer and say why you don’t agree

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7.3 How does your organisation treat customers in terms of the issues raised in this article?

Do you think that you make them feel like “criminals” when shopping at your stores?

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7.4 Have you ever felt like a “criminal shopper”? Explain when and why.

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# KNOWLEDGE TEST TOTAL 30

1. Name and describe the factors causing losses in the wholesale and retail sector (8)

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1. Describe the impact of shrinkage and losses on: (4) a. The organisation

b. The employees

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1. In your specific area, list 4 problems and offer possible solutions for shrinkage and loss

prevention. (8)

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1. How could you identify possible shoplifters? (5)

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1. Read the following Scenario and explain how you will deal with it according to your store’s

policy. (5)

*Whilst you are working in your aisle, you notice a suspect looking shopper. The shopper is wearing a large jacket whilst it is very warm outside. He is wearing sunglasses inside the store!*

*The shopper is strolling up and down and has entered your aisle three times without focusing on anything.*

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**Facilitator comment/remediation required:**

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| Learner Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Facilitator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# *PARTICIPANTS*

